Counselor/Chaperone Information
Please read carefully

Welcome to Conference Housing at the University of Miami! We are pleased that your group has chosen to hold its event here and want to do everything we can to make your stay an enjoyable and successful experience for everyone. The following information has been provided to clarify our expectations of counselors/chaperones while your group is on campus. Much of this information will be pertinent to the individual members of your group as well. Please share these items with them.

1. Campers/Conference attendees should not return to Conference Housing with nothing to do during the evening hours (7:00 PM - 10:00 PM) and they should be supervised at all times; planned activities are strongly recommended.

2. Once they return to Conference Housing, campers/conference attendees are required to go to their respective floors and rooms and stay there for the night.

3. Once the campers/conference attendees are in the building or in their rooms, a counselor/chaperone must be present with them at all times.

4. The Conference Housing Staff is here to insure your comfort and safety during your stay and to answer any questions about Conference Housing and/or the University of Miami. It is not the responsibility of the Conference Staff to discipline Conference Housing campers/conference attendees or their guests.

5. Please remind campers/conference attendees that there are other groups in the building. Quiet hours begin at 10:00 PM each night. Noise should be kept to a minimum 24 hours a day and should cease after 10:00 PM. Conference Staff will confront rooms and individual campers/conference attendees who are in violation of the quiet hours policy and bring it to the attention of the appropriate counselors/chaperones and conference group leadership.

6. The reception desk and lobby area of the building are staffed 24 hours a day. From 8:00 AM - 10:00 PM, the reception desk is staffed by the Conference Staff. At 10:00 PM, the reception desk and related services close down. Between 10:00 PM - 8:00 AM, the lobby area is staffed by a Security Assistant.

7. Incoming U.S. mail and other deliveries from parcel carriers (e.g. FedEx, UPS, etc.) will be available through the reception desk. Mail/packages must be addressed to an individual conference guest and indicate that it is “CONFERENCE HOUSING MAIL” as part of the address information. Luggage and conference group supplies cannot be held behind the reception desk or by conference staff members.
8. Exceptions to this policy must be requested and approved in advance of the group’s arrival.

9. Change for vending, televisions or other A/V equipment, microwave ovens, appliances and/or cooking supplies are not available at the reception desk.

10. Under no circumstances will individual room locations (i.e. Suzie Jones - McDonald Tower 1211) be given out to anyone.

11. If your group uses requested meeting space in Conference Housing during your stay, please make sure that the room is neat and free from trash and other debris when you are finished with the space. Others will appreciate your cleanliness – additional cleaning charges may apply as well.

12. It is the counselor's/chaperone's responsibility to keep campers/conference attendees from loitering in the lobby and throughout the building, especially during evening hours.

13. For Groups Who Have Requested Linens with Exchanges:
   On linen exchange day (Fridays), please bring your used pillowcase, sheets and towels to the front desk. We can only give you an item if you return a similar item (i.e. a dirty pillowcase for a clean pillowcase, 1 dirty towel for 1 clean towel, 2 dirty sheets for 2 clean sheets, etc.). Upon check out, please leave all linens and towels at the foot of the bed in your room. The Conference Staff will take care of these for you.

14. On the day of your departure, you must check-out prior to 12:00pm. We cannot provide late check outs.

15. In the fall of 2013, the University of Miami became a Smoke-Free Campus. Smoking and/or the use of any tobacco product is prohibited in all areas of the University.

16. Should you need assistance at any time during your stay, please contact the reception desk.